DISASTER VOUCHER PROGRAM (DVP) APPLICATION

USER GUIDE

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

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1   READ BEFORE USING THE SYSTEM

1.1 Overview

This document is designed to assist users of the Disaster Voucher Program (DVP) Application. DVP is designed to streamline the processing of families who lost housing as a result of any hurricane or disaster, and relocate families already in the HUD rental assistance programs. The application provides verification of family eligibility and allows data entry for their new or temporary housing assistance details.

1.2 Types of Users

There are broad categories for users of the system:
- a. Housing Authority Users (HA Users) – specifically personnel who work with Section 8 housing
- b. HUD Users and HUD relocation assistance contractors
- c. Guest Users (Usually non-HUD and non-HA contract staff)

When using the system, these different users will be able to perform actions based on their assigned roles in the system. Access rights for each user type are described in Table 1.

Actions	HA User	HUD User	Guest User
1. Search for a family	Yes	Yes	Yes
2. Establish Eligibility	Yes	Yes	Yes
3. Update family information	Submit/modify[1]	Submit/modify[*]	Submit/modify
4. Record a family's lease	Submit/modify	Submit/modify	(No access)
5. View DVP Reports	Read only	Read only	Read only
6. Rollback records	(No access)	Submit/modify	(No access)
7. View Archives	Read only	Read only	Read only
8. Add Household	Yes	Yes	Yes
9. Add HL-CPD (Homeless) Household	Yes	Yes	(No access)
10. Approve New Household	Upon Request	Upon Request	Upon Request

Table 1 – User Access Rights

NOTE: The functionality to establish DVP Eligibility through the Questionnaire has been temporarily disabled.

1.3 What you Need to Use the System

- a. An understanding of Disaster Voucher Program Interim Operating Requirements
- b. A valid User Id and password to the IMS system
- c. Access to the DVP Application (See Appendix A).

1.4 DVP Eligibility

Families are eligible to receive assistance through this program if they meet the following criteria:
- a. The family must have been HUD-housed in the designated disaster Zone.
- b. The family must be designated by HUD as eligible for housing assistance under eligibility code HE (HUD Exception).
- c. Families currently participating in KDHAP and who are eligible for DVP, will have their KDHAP assistance converted to DVP

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[1] HA and HUD Users can modify lease information, whereas Guest users do not have access to the "Lease information" section of the form.

1.5 New Security Measures in DVP: "Record Locking"

DVP system version 2.0 has incorporated strict security measures that will restrict record modification rights to the receiving PHA users only. The following bullets explain how records are locked or opened for modification for HA and Guest users. Note that **HUD** and **Super Users** are **not restricted** from modifying any such locked records.

- A Household assistance record is locked when that household is assigned to a Receiving PHA and Lease information is in place.
- A locked record can only be modified by the HA users that belong to the Receiving PHA for that record. Consider the following situations:
- Scenario A-
    a) A household named John Doe is assigned to the Houston Housing Authority (TX005) but lease information is not yet populated i.e the record is **not yet locked** and can be modified by any type of user.
- Scenario B-
    b) A household named John Doe is assigned to the Houston Housing Authority (TX005) and the **lease information is entered and saved** i.e record is now **locked.**
        1) This record can not be modified by the Guest user.
        2) This record is locked for HA users that do not physically belong to the Houston HA (TX005)
        3) Only HA users that belong to TX005 can now modify this record.

Explanation of the term: "HA Users that belong to the Receiving PHA"
User id's for HA users will appear in the security list when the PHA they belong to is selected from the navigation drop-down boxes in the security list. See the screenshot provided below:

If a record is locked for TN001 (PHA selected in the screenshot 1.5a), it can only be modified by the users listed under it. In this example such users are: *jxbourne, jpdoe, sksmith, gxwashing* etc. Only these users can modify the record provided they have access to the DVP sub module.

Any other users that do not belong to TN001 will have read-only access to the TN001 records.

Figure 1.5a

2   USING THE DVP SYSTEM

2.1 – LOGON

a) **Open** a browser window (Internet Explorer and go to the following URL: https://pictest.hud.gov/ (**Please include the 's' at the end of 'http' to read 'https'**)

b) Some users may receive a security pop-up window as illustrated in Figure 1a. For security purposes users must click '**Yes**' to proceed into the system

c) If you do not receive this pop-up window, proceed to the Logon Page (figure 1b).

d) **Type** in your User ID and Password and **Click** on '**Logon to PIC**'.

Figure 1a. You may see this box - Click 'Yes'
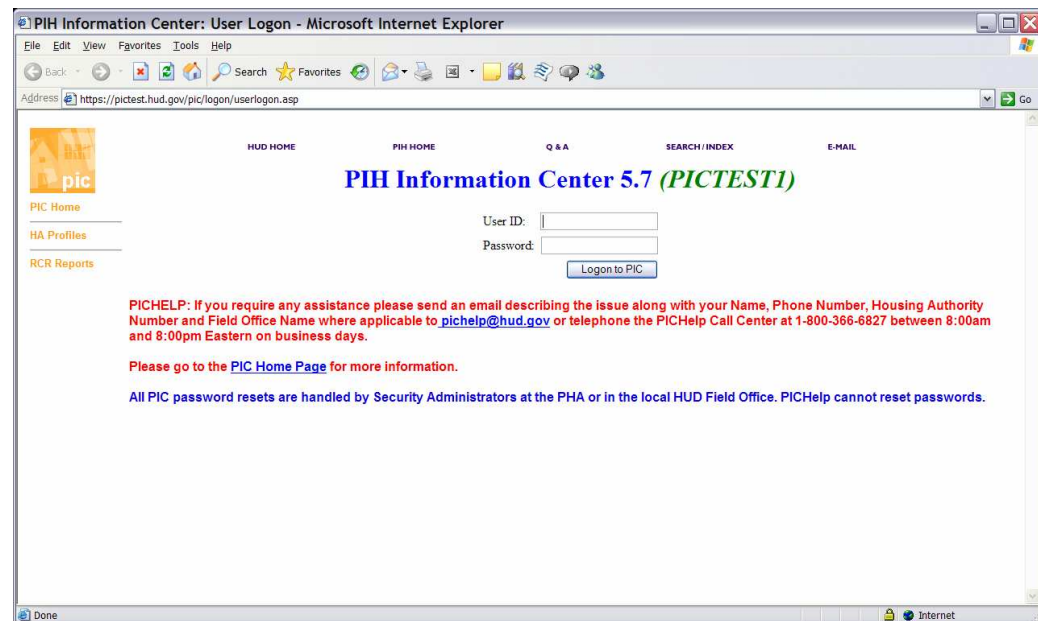
Figure 1b. – User Logon

2.2 – UPDATE USER PROFILE - NEW USERS ONLY

When a new User logs onto the IMS system, the User Profile screen is displayed. New Users are required to update their account information as described below (see figure 2a.)

a) Under **User Contact Information Section**, **enter** first name, last name and select a Salutation from drop-down list.

b) Under **Mailing Address Section, enter** mailing information in required fields (marked in asterisks).

c) Under **Password Information Section, type** in your New Password and Enter information in the required fields (Password should be a minimum of eight (8) but less than fourteen (14) characters, including numbers, symbols.

d) **Click** on the **Save** Button at the bottom right of the screen. The **public and Indian housing information center** Screen is displayed.

Figure 2a – Updating the User Profile for New Users

2.3 – NAVIGATE TO DVP APPLICATION

a) Once user is logged into the **public and Indian housing information center** Screen displayed (see figure 3a)

Note:

Available options on the left menu are dependent on User access rights.

b) On the left menu bar as shown in Figure 3a, **Click** on "**PIH Information**" **Button**.

c) Then **select** "**Disaster Assistance**" from the submenu displayed.
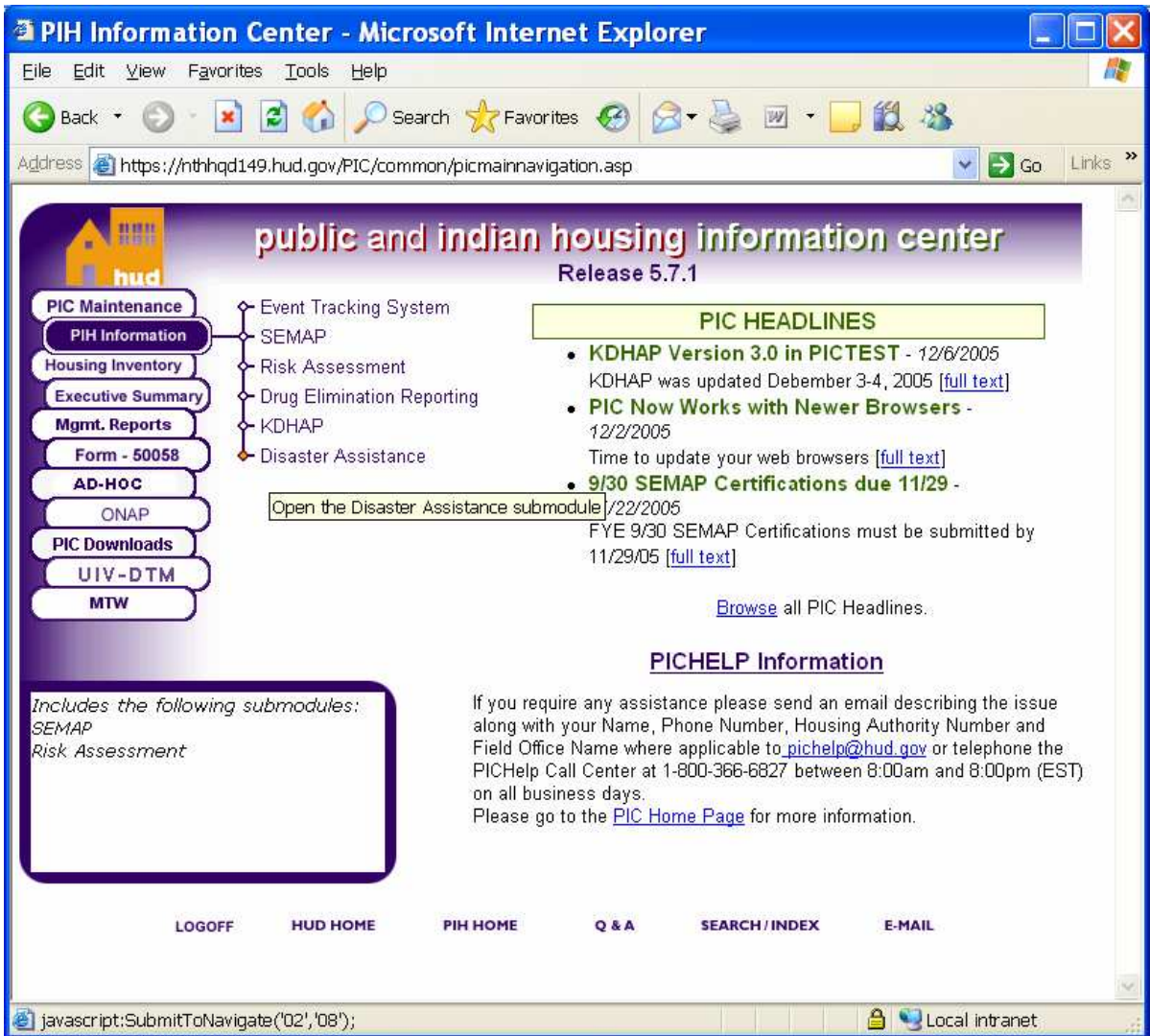
Figure 3a – Select PIH Information, Disaster Assistance

2.4 – PRIVACY ACT WARNING AND ACCEPTANCE

a) When user clicks on the DVP Submenu, the "**Privacy Act (See Figure 4a) Statement and Compliance Notice**" page is displayed.

b) **Click** "**Agree**" to launch DVP Application.

Note

You cannot access the DVP system without agreeing to this Notice.
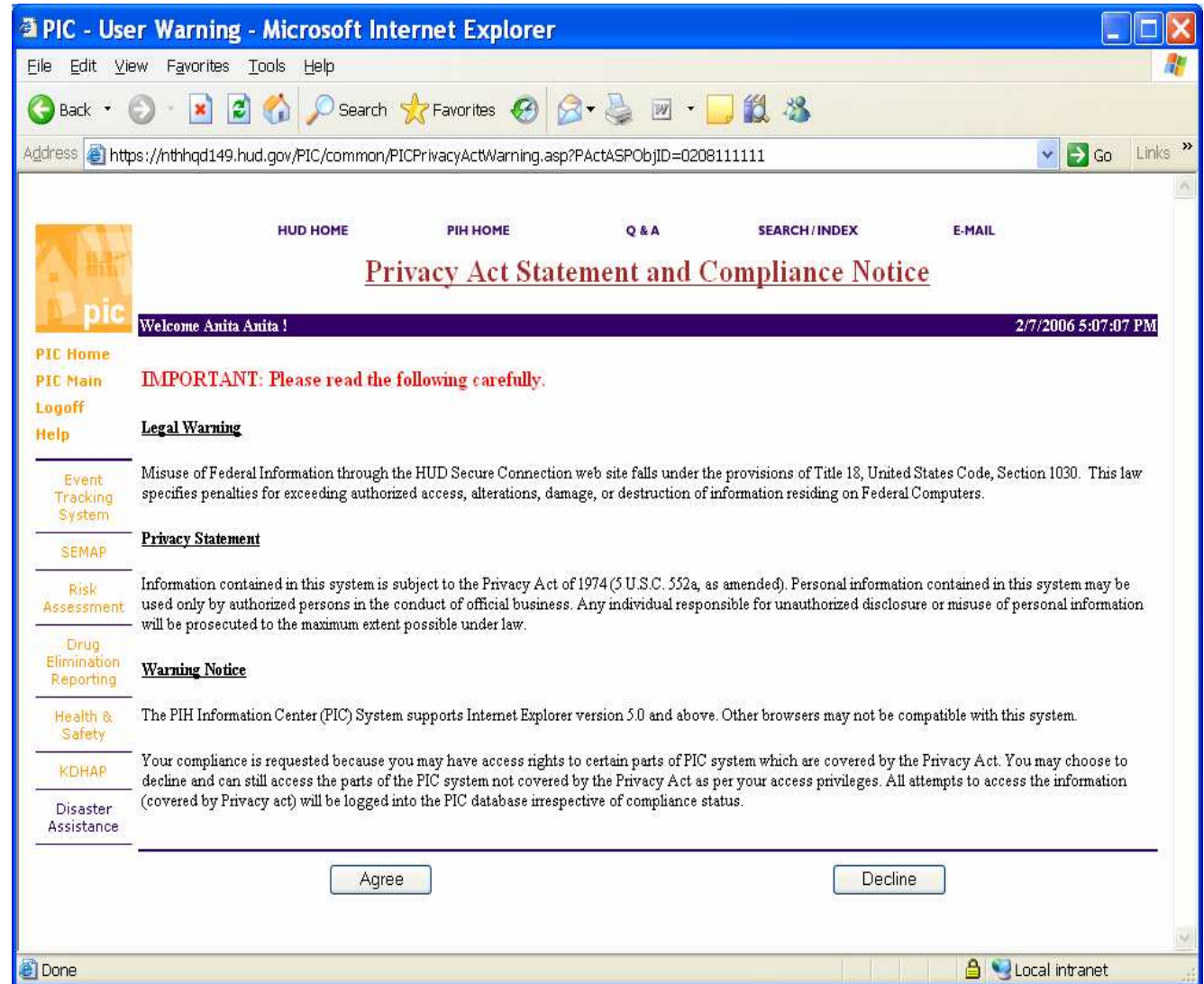
Figure 4a – Read before accepting

2.5 – SEARCHING FOR HOUSEHOLD ASSISTANCE RECORDS

After accepting the Privacy Act Notice, the Search for Household Assistance Details page opens as shown Figure 5a.

a) This screen can be used to search for Household Assistance Details using any one of the two choices listed below:
   i. **By Social Security Number (SSN)**
   ii. **By Other Information** – Type in last name and at a minimum, one of the following characteristics: first name and/or Sex and/or date of birth (MM/DD/YYYY).

b) Click the corresponding **Search** Button.

Notes

Search – When Searching by Information, Last name and one of the following are required:
 - First name
 - Date of birth
 - Sex

System Access – System security is role based, so some functions may not be available to you. For a detailed explanation, please see *Section 1*. **-** "*Who Should Use the System.*"

Functionality – When a family is found, DVP may be used to record information about that family such as: Updated family information, assignment to a PHA, and recording a family's lease (for HUD reimbursement).

Figure 5a – Search for Household Details

2.6 – SELECTING THE CORRECT HOUSEHOLD RECORD

a) Search results appear in a table at the bottom of the screen (see Figure 6a).

b) Review the list to find the correct record.

c) Then click on the SSN link (the first field on the left side of the table) of the record to review or edit Assistance details.

Note:

An asterisk next to an SSN number indicates that the Household is already assigned to a PHA (shown in last column) for assistance.

Notes

If a family cannot be found in the database, verify the following:
- The information is correct for the head of household. Only the HOH information can be used to retrieve Household Assistance details.

Figure 6a – Click on the SSN to view/edit the record

2.7 – VIEWING/EDITING HOUSEHOLD ASSISTANCE DETAILS

Required Fields

The following fields MUST be updated before the record can be saved. (See Figure 7a)

a. **Pre Disaster Program Type**
   i. PH - Displaced Public Housing Resident
   ii. VO - Displaced Voucher Family
   iii. OH - Displaced Other Federally Assisted Housing Family
   iv. HL – CPD (Homeless)
   v. MF - Multifamily
   vi. MR –Mod Rehab

b. **New Program Type (required if a 'Receiving PHA' is selected)**
   i. NV - DVP Voucher
   ii. PH - Public Housing
   iii. PI - Voucher Port In
   iv. VA - Voucher Absorbed
   v. MF – Multi Family
   vi. US – USDA Assistance
   vii. HL – CPD Assistance
   viii. OT- Other Federal Assistance

c. **Bedroom Size (Prior and Requested)**

d. **Family Members (if applicable)**

e. **Total Number of Family Members**

f. **HA Determined Eligibility** (For HA Users only, others can leave the default value unchanged)

Figure 7a – Edit Family Assistance Details

NOTE: A locked record (household assistance record with lease information) can be edited only by a PHA user that belongs to the Receiving PHA. See the section 1.5 about DVP v2.0 security changes.

In Addition to the **New Program Type**s listed above, DVP system has one more program type: **AH –Affected Public Housing**, which cannot be selected from the interface. Households covered under this program are added to the system through the backend data import process. Assistance offered under this program type ends on 12/31/2006.

2.8 – UPDATING FAMILY MEMBERS INFORMATION

a) Missing family members may be added to the system through the family member details section.

b) Each valid entry must have First Name, Last Name, Date of Birth and Citizenship status populated.

c) First entry, reserved for Head of Household, can not be modified except for Citizenship status.

d) Total number of family members includes the head of household as well.

Figure 8a – Edit Family members details

2.9 – ASSIGNING PHA LATER

a) Users may opt to assign PHA later. To do so, leave the record in its default state as shown in **Figure 9a**.	 **Figure 9a – Select Assign PHA Later to Save Record Without a PHA**

2.10 – ASSIGNING PHA NOW/SEARCH FOR PHA

a) Select "**Assign PHA Now!**" to fill out all PHA information. (See Figure 10a) b) To search for the PHA codes and organization details, click on the Link "**Click here to Search PHA Information**"	 **Figure 10a – Select Assign PHA Now to Save Record with a PHA**

2.11 – SEARCHING FOR A PHA BY NAME

a) To search for **PHA By Name** type in the first few characters of PHA name and click search (See Figure 10a.) (At least 3 characters are required for successful search.)

Figure 11a – Search for PHA

b) Chose the appropriate match from the displayed list, and click "**Select this PHA**" button located next to it (see Figure 11b).

When the "**Select this PHA**" button has been clicked, the PHA information is automatically populated in the main Household Assistance Details screen (see Figure 11c)

Figure 11b – A List of PHAs with Names Matching The Search Text

Figure 11c – PHA details populated back in the Assistance Details page.

2.12 – ENTERING LEASE INFORMATION - HA USERS ONLY

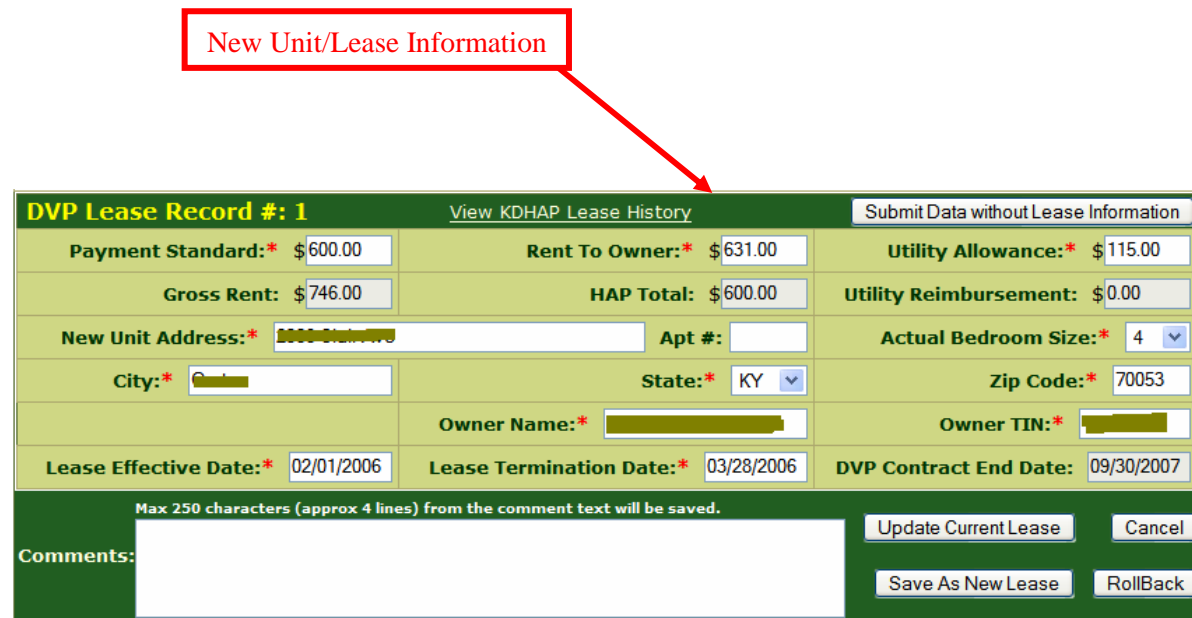**The Lease information Section of the form is NOT available to Guest users.**

Figure 11a shows the New Lease Information Section located at the bottom of the form. **This section is available only to HA and HUD users.** This Section is used to record the lease assistance provided by a PHA to the Household.

HA Determined Eligible indicator has to be **'Yes'** before a User can enter Lease information for a Household receiving HUD Assistance.

In addition, the Lease Details section is *not displayed* to the user when one or more of the following conditions are true:

- User does not have enough privileges to modify the lease details.
- HA Determined Eligibility is set to NO.
- The New Program Type is one of the following:
  1. PH – Public Housing
  2. MF – Multifamily Assistance
  3. US – USDA Assistance.
  4. OT – Other Assistance

All the fields displayed with asterisks on the Lease information Section are required.

New Unit/Lease Information

Figure 12a – Lease information

Figure 12b – HA Determined Eligible Indicator

2.13 – CREATING NEW LEASE RECORD / VIEWING PREVIOUS LEASE RECORDS

a) DVP will not allow any lease effective date prior to 2/1/2006.
b) To Create New Lease for a particular household, Search records via search Screen and bring up Assistance Details page.
c) Make sure current Lease information is completely entered and is valid.
d) In the Lease information section enter information about new lease. Make sure the New Lease effective date is greater than previous Lease termination Date.
e) When all new lease details has been filled in, click on "Save as New lease" button to save new information as next Lease record.
f) To verify that the new lease was created bring up the assistance details screen again.
g) At the bottom of the screen an extra button with title "View previous Lease record" will be displayed.
h) Click on title "View previous Lease record" to view pervious Lease records.

Figure 13a – Saving New Lease Record

Figure 13b – Viewing Previous Lease Record

2.14 – FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

a) When you **press Update Current Lease or Save as New Lease** on the main Assistance Details form, you may receive an error message similar to **Figure 13a**.

b) To fix this, **scroll** to the top of the page to view the list of errors. (See **Figure 13b**)

c) Fix all the errors and **click** the **Update Current Lease or Save As New Lease** again. Repeat until there are no further errors

Figure 14a – Please Review Errors at the Top of the Form

Figure 14b – Review and Fix Listed Errors in the form

2.15 – ROLLING BACK LEASE/ASSISTANCE RECORDS - HUD/SUPER USERS ONLY

a) Rollback functionality can be used to clear erroneous assistance details or lease details.

b) For Users with Rollback privileges, the Household Lease/Assistance details page will display "Rollback" button at the bottom of the page.

c) **Click** this button to navigate to Rollback options.

d) Rollback options page will display all the lease records available for the selected household.

e) Users may choose to rollback either the most <u>recent</u> lease record or all of them. (The most recent lease record is displayed as the top row of the table with light brown background.)

f) **Click** one of the Rollback buttons to rollback appropriate record. The status of rollback will be displayed at the bottom of the page

Figure 15a – Rollback Lease and Assistance Records

Figure 15b – Rollback Lease Record Screen

2.16 – PORT OUT – RECEIVING PHA USERS ONLY

a) Port out functionality is used to move a household from one Receiving PHA to Another.

b) Only a HA user that belongs to the Receiving PHA can perform Port out.

c) Port Out process involves following steps:
1. Open a household record for modifications and click Port Out button located in the Receiving PHA box.
2. Click "OK" on the Message box (figure 16 B) displayed and Port out Options page will appear.
3. Select new PHA (to which selected household will be Ported Out) using Select New PHA Button.
4. Enter comments if any.
5. Click Port Out button to complete the process.

d) Port out process essentially creates additional blank lease with the new PHA.

e) After successful port out current PHA user cannot edit the record. The record modification privileges are now with the new PHA users.

Figure 16a- Port Out Button

Figure 16b- Port Out Process Message box

Figure 16c- Port Out Options page

2.17 – VIEWING RECORDS ALREADY ASSIGNED TO A PHA

a) To search for a record already updated and assigned to a PHA, click on the view and update details link at the bottom of the screen. Alternately you can also select the link "**Assistance Details**" located at the top to view list of Households assisted by a PHA. (See Figure 17a).

Figure 17a – Click on this link To View Records Assigned to a PHA

b) The PHA Search screen displayed will be empty. Search and select for a PHA by clicking on the "**Search for PHA information**" button.

c) Select SSN link for the required record from the list displayed to view/edit the details of assistance.

Figure 17b – Search for PHA Information

Figure 17c – Click on One of The Links To View Records Assigned to a PHA

2.18 – ADDING/APPROVING NEW HOUSEHOLDS

DVP provides a functionality to add new households to the system. Every household added to the system needs to be approved either by HUD personnel or the DVP system itself.

a) Click on the **"Add Households"** tab to access the Add/Approve households option (figure 18b).
b) **Guest users** would not see the screen shown in 18b, instead they will be directly taken to the "Add Households" form where they can enter the new households information.
c) **HA Users** would typically see the top two buttons as indicated in the figure 18b.
d) **SUPER and HUD Users** would see all the options as displayed in the figure 18b.

Following pages describe the New Households Addition and Approval process in details

Figure 18a – Click on "Add Households" link to view the options

Figure 18b – Add/Approve households - options

2.19 ENTERING NEW HOUSEHOLDS (Pre Disaster Program: MF, MR, OH, PH, VO)

a) Click "Add New Household" button from the previous screen to navigate to the new household data entry screen. Guest users are directly taken to this screen when they click the page group link "Add households".

b) **Pre Disaster Program** Type has 6 options to choose from as shown in figure 19b.

c) Guest users cannot add HL-CPD (Homeless), so this option won't be displayed in the guest users' screen.

d) The Initial PHA is required when Program Types PH and VO are selected.

e) The verifying PHA and the PHA verification and Screening Results are required when Program Types HL – CPD is selected. PHA verification options will appear in screen as shown in figure 19c when **HL-CPD** is selected.

f) The process to add HL-CPD households is descried in details on following pages.

g) To add households with rest of the pre-disaster program types enter the required data and click "Add household" button. Correct any validation errors presented at the top of the page and submit the data again.

h) Household data submitted will be put into an approval queue and added to the system once HUD or Super Users approves it.

Figure 19a – Add Household form.

Figure 19b – Pre Disaster Program types.

Figure 19c – PHA Verification and Screening results fields for HL-CPD households.

2.20 ENTERING DATA FOR HL-CPD (Homeless) HOUSEHOLDS (HA/HUD/Super Users)

Only PHA users are supposed to add households with pre-disaster program type "HL-CPD"

a) HL-CPD households' data entry requires three additional fields as shown in figure 19c and 20a along with Verifying PHA.

b) Users must indicate the status of PHA Verification and Screening process.

c) HL-CPD households DO NOT follow the formal approval process required for all other Pre Disaster Program types.

d) If the PHA verification and Screening results indicate that the household is eligible, system implicitly approves the household and makes it available for assistance.

e) If the PHA verification and Screening results indicate that the household is ineligible, system implicitly rejects the household.

f) Users can choose to enter the PHA verification results later. In such cases the record would be held in pending status.

g) The approval queue will display the pending HL-CPD records but would not allow the select them.

h) The PHA verification details for pending HL-CPD households can be modified using the button "Modify PHA Verification details" available on the main Add Households options page as shown in figure 20b.

Figure 20a – HL-CPD options.

Figure 20b – Modify "PHA Verification details" option

2.21 APPROVING OR REJECTING NEW HOUSEHOLD RECORDS (HUD/SUPER users)

a) Typically only HUD and Super users have privileges to approve or reject the new household records.

b) Select "Approve/Reject Households" from Main Add household options pages to navigate to the approval page.

c) Approval/Rejection page provides search functionality to search for pending households by SSN, First Name or Last Name.

d) At lease one of the following fields is required while searching the records: SSN, Last Name or First Name. Users can view all the pending households using button "Show All Households Pending Approval". Retrieving all the pending records may take long time depending on the total number of pending records.

e) If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.

f) To approve or reject a household, select the checkbox displayed next to the SSN number column in the search results and click appropriate button ("Approve" or "Reject:")

g) Pending "HL-CPD" records not require formal approval. These records will have crossed out checkboxes, which cannot be selected.

h) Press Cancel button to go back to the main options page.
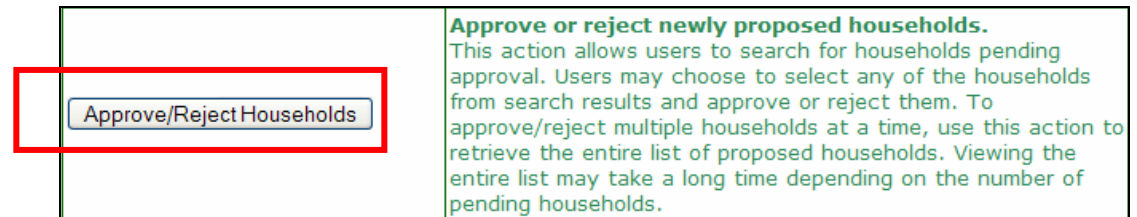
Figure 21a – Approve/Reject Households option

Figure 21b – Pending Households List

2.22 RESET REJECTED HOUSEHOLDS' STATUS (Only for HUD and SUPER users)

Only HUD and Super users have privileges to reset the status of rejected household records back to pending.

a) This functionality is typically used to put the rejected households back into the approval queue.

b) Select "Reset rejected households' Status" from Main Add household options pages to navigate to the 'Reset status' page.

c) Reset status page provides search functionality to search for rejected households by SSN, First Name or Last Name.

d) At lease one of the following fields is required while searching the rejected records: SSN, Last Name or First Name. Users can view all the rejected households using button "Show All Rejected Households". Retrieving all the records may take long time depending on the total number of rejected records.

e) If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.

f) To reset a household, select the checkbox displayed next to the SSN number column in the search results and click "Reset Status to [Pending]".

g) Press Cancel button to go back to the main options page.
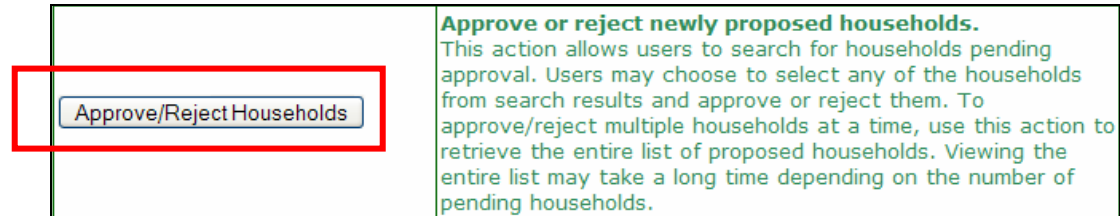
Figure 22a –Approve/Reject Households option

Figure 22b – Rejected Households List

2.23 MODIFYING PHA VERIFICATION RESULTS FOR HL-CPD (Homeless) HOUSEHOLDS (Only for HA/HUD/Super users)

a) This functionality allows users to modify the PHA verification results of the already added HL-CPD households once they are available.

b) Click on "Update PHA Verification Details" button on main page to navigate to HL-CPD households' list page. .

c) Select "Reset rejected households' Status" from the Main Add household options pages to navigate to the 'Reset status' page.

d) This page provides search functionality to search for HL-CPD households by SSN, First Name or Last Name.

e) At lease one of the following fields is required while searching the HL-CPD records: SSN, Last Name or First Name. Users can view all the rejected households using button "Show All HL-CPD Households". Retrieving all the records may take long time depending on the total number of records.

f) If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.

g) This page displays only those "HL-CPD" records for which the PHA Verification and Screening details are incomplete.

Figure 23a – Modify PHA Verification results option

Figure 23b – Hl-CPD Households List

| h) Select a record using radio button provided within search results and click on "Modify PHA Verification Details".

i) The Actual modification page allows changes in following three fields:
• Verification Status
• Verified By
• Case Management By
Rest of the household data will be presented as read-only.

j) Press Cancel button to abort the request and go back to the previous page. |
Figure 23c – PHA Verification and Screening details changes |

2.24 – DVP REPORTS

a) Click on the **Report** tab to open the Report Screen.
b) There are two types of Reports available
    i.   Transaction Report
    ii.   New Household Report.
	
	Figure 24a – Click on Report to Open the Report Screen

2.25 – RUNNING TRANSACTION REPORT

a) **Click** on the Report tab. b) **Click** on "**Click here to Search and Select PHA**" to select the HA to report on. (See Figure 25a) c) Once the HA is selected, check the desired boxes of the fields to view on the report.	 **Figure 25a – Select the HA to Report on and Check Boxes for Fields in the Report**
d) When all the fields	

that should be in the report are added, **click the Show Report Button.** The generated report will open in a new Browser window. (See Figure 25b).

e) Print, Save, or Copy the report as required.

f) To go back to the DVP system, close the Report Window.

g) The report can also be viewed as an excel spreadsheet. Click the "**Download into Excel**" button (See Figure 25c)

#	SSN	Name	Date of Birth	Sex	PHA Determined Eligibility	Initial PHA	Payment Standard	Gross Rent	Rent to Owner	Utility Allowance	HAP Total	Utility Reimbursement
1	XXX-XX-			Female	No	LA001 New Orleans HA	0	0	0	0	0	0
2	XXX-XX-			Female	No	LA001 New Orleans HA	733	733	601	132	733	0
3	XXX-XX-			Female	No	LA001 New Orleans HA	1232	1232	0	1232	1232	0
4	XXX-XX-			Female	No	LA013 JEFFERSON PARISH HOUSING AUTHORITY	743	743	0	743	743	0
5	XXX-XX-			Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	990	990	699	291	990	0
6	XXX-XX-			Female	No	LA001 New Orleans HA	743	743	635	108	743	0
7	XXX-XX-			Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	1232	1232	1147	85	1232	0
8	XXX-XX-			Female	No	LA001 New Orleans HA	733	733	0	733	733	0
9	XXX-XX-			Female	No	LA001 New Orleans HA	990	990	0	990	990	0
10	XXX-XX-			Female	No	LA012 KENNER HOUSING AUTHORITY	743	743	0	743	743	0
11	XXX-XX-			Female	No	LA001 New Orleans HA	743	743	545	198	743	0

Figure 25b – The new report opens up in a new Browser Window

#	SSN	Name	Date of Birth	Sex	PHA Deter	Initial PHA	Payment S	Gross Ren	Rent to Ov	Utility Allo	HAP Total	Utility Rein	Lease Effe	DSVP Cor	Receivin
1	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	743	743	635	108	743	0	1/1/2006	9/30/2007	TX005
2	XXX-XX-(	Hidden	Hidden		No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
3	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	743	743	0	743	743	0		9/30/2007	TX005
4	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	990	990	0	990	990	0		9/30/2007	TX005
5	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	743	743	0	743	743	0		9/30/2007	TX005
6	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	743	743	0	743	743	0		9/30/2007	TX005
7	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
8	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	743	743	622	121	743	0	9/13/2005	9/30/2007	TX005
9	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
10	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	1245	1245	0	1245	1245	0		9/30/2007	TX005
11	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
12	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	1245	1245	0	1245	1245	0		9/30/2007	TX005
13	XXX-XX-(	Hidden	Hidden		No	LA001 New	743	743	569	174	743	0	9/17/2005	9/30/2007	TX005
14	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
15	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	612	612	0	612	612	0		9/30/2007	TX005
16	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
17	XXX-XX-(	Hidden	Hidden	Female	No	LA013 JEF	743	743	699	44	743	0	10/7/2005	9/30/2007	TX005
18	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	0	0	0	0	0	0		9/30/2007	TX005
19	XXX-XX-(	Hidden	Hidden	Female	No	LA001 New	640	640	0	640	640	0		9/30/2007	TX005

Figure 25c – The report as an excel Spreadsheet

2.26 – RUNNING NEW HOUSEHOLDS STATUS REPORT

a) To view the status of Newly Added Households click on the Reports tab

b) Then select the 'New Household Report' Link.

c) Under '**Select View**' user has the options to view any of the following reports.
   a. Approved Records.
   b. Rejected Records.
   c. Pending Records.

d) The Click **'View Report'**

e) Report can also be downloaded into Excel by clicking on '**Download into Excel'** button.

Figure 26a – New Households Status report

APPENDIX A – DVP SECURITY ADMINISTRATION Q& A

Setting up users in DVP: User accounts are set up in DVP by designated Security Administrators in PIC and PICTEST. If you are a Security Administrator, you will have a PICTEST menu option under "PIC Maintenance" called "Security Administration". If you do not have such a menu choice, this appendix does not apply to you.

Introduction: There are two steps to setting up a user in PICTEST1 to work on DVP. A user account must be created. For DVP, all user accounts will be created as "Guest" users in the REACS Division of headquarters.
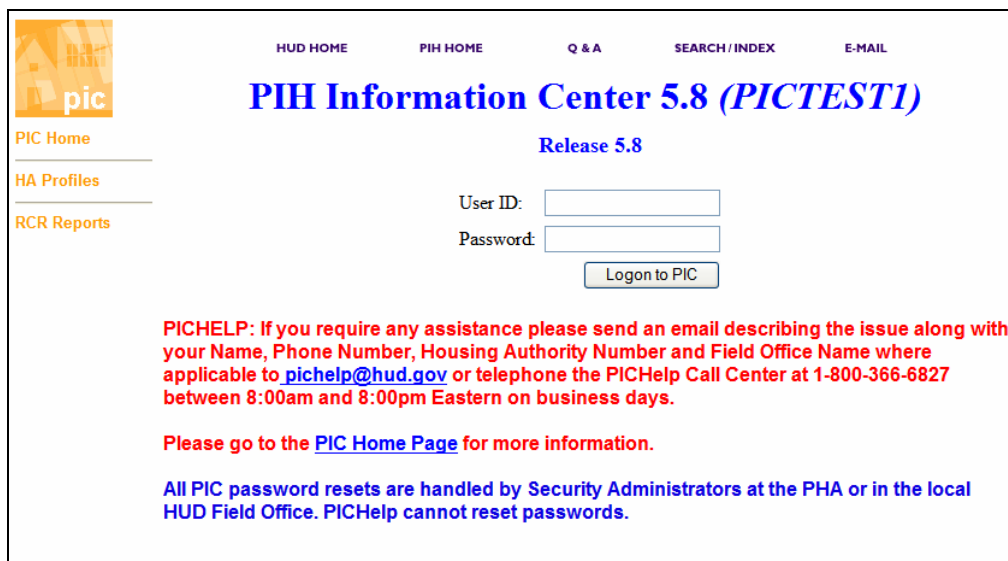
Always logon to PICTEST using:

> https://pictest.hud.gov/PIC/Logon/userlogon.asp

You will be asked to authorize a certificate. Click "Yes".

The PICTEST1 Logon screen appears next.

Enter the User ID and password and clock "Logon to PIC".

The PIC Main menu appears (the menu choices vary depending on your individual access rights).

Frequently Asked Questions

Q: How can I add a new contractor user in PIC?

A: First the user account must be created (if it does not already exist).

1. Select "PIC Maintenance" and "Security Administration".
2. Select View "Division User".

3. For contractors, select HQ Office "KDHAP Contractors" (bottom of pull-down list).

4. Select "Create New PIC User".

5. Select "Guest User" (for all non-HUD contacts and contractors).

6. Enter user information (Last name, First name, Middle Name or Initial).

7. User ID (system generated) = first initial, middle initial (or "x") and first six or less letters of user's last name in lower case. (If the same User ID is already in use, the system will add "01" or next sequential number to ID when saving).

8. If user does not have an e-mail address or you do not know what it is, enter none@no-domain.com (because it is a required field). The user can change it later in "User Profile".

9. Initial password should ALWAYS be "Password1" (note upper/lower case).

Q: How can I add a new HA User in PIC?

A: First the user account must be created (if it does not already exist).

1. Select "PIC Maintenance" and "Security Administration".

2. Select View "FO HA User".

3. Select the appropriate Hub from the pull-down list.

4. Select the appropriate Field office (if there is a pull-down list; some do not have one).

5. Select the Field Office HA (public housing authority) from the pull-down list.

6. Select "Create New PIC User".

7. Select "HA User" for HA staff members.

8. Enter user information (Last name, First name, Middle Name or Initial).

9. User ID (system generated) = first initial, middle initial (or "x") and first six or less letters of user's last name in lower case. (If the same User ID is already in use, the system will add "01" or next sequential number to ID when saving).

10. If a user does not have an e-mail address or you do not know what it is, enter none@no-domain.com (because it is a required field). The user can change it later in "User Profile".

11. Initial password should ALWAYS be "Password1" (note upper/lower case).

Note: Once the user account has been created, regardless of user type, the Security Administrator must grant access rights in individual PIC sub modules before the user can access any useful information or do work in PIC.

We will grant the following rights to users:

TAC Staff (User Type: "Guest User"):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	HA Security Admin	HQ Division
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	Executive Summary	HA General Read	HQ Division

Non-HUD Contractors (e.g. NELROD) (User Type: "Guest User":

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	HA Executive Summary	HA General Read	HQ Division

HA Staff (User Type "HA User"):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (HA)*	Field Office HA *(select their hub and HA Code)*
Executive Summary	Executive Summary	HA General Read	Field Office HA *(select their hub and HA Code)*

*Note: "Submit-Modify" function is split into two roles: one for contractors to submit only the family details and HA assignment part of the form: **Submit-Modify (Guest)** and one for HAs to submit all of the form: **Submit-Modify (HA)**.*

Q: How can I change a user's access rights in PIC?

A: *Note: New users have no rights in PIC sub modules until the Security Administrator specifically assigns rights to them.*

- Access the PIC Security Administration sub module.

- Select View "Division User" or "FO HA User" as appropriate.

- For contractors (Guest Users):

  o Navigate to the "REACS" division Select the appropriate Hub from the pull-down list.

- For HA Users:

  o Select the appropriate Hub from the pull-down list

  o Select the appropriate Field office (if there is a pull-down list; some do not have one).

  o Select the Field Office HA from the pull-down list.

- Click the User ID to select the user.

- Select the applicable module and sub module (from the pull down lists).

- Choose "Add role".

- Add the appropriate role from the pull-down list (see the chart above).

- Select Security Type ("HQ Division" for contractors, "Field Office HA" for HA users).

- Highlight the Division "Public and Indian Housing" for contractors,

- Select the appropriate Hub from the pull-down list.

- Select the appropriate Field office (if there is a pull-down list; some do not have one).

- Select the Field Office HA (public housing authority) from the pull-down list. (To highlight more than one HA, hold down the <Ctrl> key while clicking the HA Code.)

- Click "Save" to complete adding the role. Repeat for any remaining roles and sub modules that are needed.

- To remove a role, put a check mark in the box under "Remove" then click "Remove role" and confirm it when asked.

Q: How can I remove a user from PIC?

A: *Note: Once users have been added to PIC, for accountability reasons they may not be deleted. Instead they are made "inactive" which completely removes their access to data.*

- Select "PIC Maintenance" and "Security Administration".

- Select View "Division User" or "FO HA User" as appropriate.

- For a contractor:

  o Navigate to the "REACS" division Select the appropriate Hub from the pull-down list.

- For HA Users:
  - Select the appropriate Hub from the pull-down list
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
  - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Click "Modify User" (upper right).
- Under "User Details," click the "No" button beside "Active Indicator". This makes the User's account inactive. (The process can be reversed by changing it back to "Yes" to make the user active again.) A user can also be made inactive by changing the "Expiration Date" to a date before today's date. (This can also be reversed by changing the Expiration Date to a date later than today.) *To be active, a user must be active in both ways (by having a future Expiration Date and where Active Indicator = "Yes").*